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MB2-186

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QUESTION: 1

How does application security and user licensing affect reporting in Microsoft CRM?

- A. A user cannot generate a report in Microsoft CRM if they do not have the proper application security access for Reports
- B. A user can generate any report that their user license gives them access to, but they will only be able to view records inside the report their application security allows
- C. A user can generate any report in Microsoft CRM and they will be able to view all records in the report regardless of their application security access and user license
- D. A user can generate any report and read all records in the report as long as their user license grants them access to the Reports module

Answer: B

QUESTION: 2

How are Allotment Types used with Cases?

- A. When a Case is Resolved, the allotment number on the contract is decremented
- B. When a Case is Opened, the allotment number on the contract is decremented
- C. When a Case is Resolved, the allotment number on the contract is increased
- D. When a Case is Opened, the allotment number on the contract is increased

Answer: A

QUESTION: 3

Which of the following statements regarding Unit Groups are true? (Select all that apply)

- A. Each Unit Group refers to the Base Unit
- B. Unit Groups may be used across Product Lines
- C. There is a limit to the number of Unit Groups used in the Product Catalog
- D. Unit groups cannot be modified once created

Answer: A, B

QUESTION: 4

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D. A user can generate any report and read all records in the report as long as their user license grants them access to the Reports module

Answer: B

QUESTION: 5

How is the estimated revenue of an Opportunity entered in the Microsoft CRM application? (Select all that apply)

- A. Estimated revenue can be calculated through a Workflow process
- B. Estimated revenue can be manually entered by Microsoft CRM users
- C. Estimated revenue can only be entered by a user with the 'Sales Manager' Role
- D. Estimated revenue can be system generated based on the product information

Answer: B, D

QUESTION: 6

Which of the following records types may be associated to a Case? (Select all that apply)

- A. Activities
- B. Contacts
- C. Opportunities
- D. Products

Answer: A, B, D

QUESTION: 7

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- D. A user can generate any report and read all records in the report as long as their user license grants them access to the Reports module

Answer: B

QUESTION: 8

Which of the following statements about creating E-mail Templates is true?

- A. Organizational e-mail templates for Microsoft CRM can be created in the Settings area by an administrator

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- B. Personal e-mail templates for Microsoft CRM can be created by a user in their Personal Options area
- C. Personal e-mail templates for Microsoft CRM can be created from an existing e-mail record
- D. Organizational e-mail templates for Microsoft CRM may be created using a Microsoft Outlook form

Answer: A, B

QUESTION: 9

Microsoft CRM modules may be accessed in which of the following ways? (Select all that apply)

- A. By typing the module name in the Find function
- B. By choosing the module from the Navigation Bar
- C. By choosing the module from the Quick Create function
- D. By choosing the module from the GoTo menu

Answer: B, D

QUESTION: 10

Which of the following statements about deleting Product records is true?

- A. If a Product record is inactive, it cannot be deleted because the record is read only
- B. Once a Product record is deleted, it may be reactivated again
- C. A Product record may be deleted if it has not been used on an Opportunity, Quote, Order, or Invoice
- D. Product records may not be deleted from Microsoft CRM, they may only be deactivated

Answer: C

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